



Patient Participation Group Meeting Minutes

Date/Time	28 th April 2022 5pm	Venue	Priory View, Meeting room
Attendees PVMC	Helen Walker (HW), Dr Carl Foster (CAF)		
Attendees PPG	BB, EB, HS, SH, NP and AW		
Apologies	KA, AY, LM, DL, DB		
Guests	Russ Giles (RG) and Matt Waring (MW) – Care Coordinators for Armley PCN		

Item	Agenda Item	Action By	Action Date
1	<p>Review of Previous Minutes</p> <p>Agreed the minutes were now over two years old and action points out of date and now irrelevant.</p>		
2	<p>PPG Member changes and Welcome to new members</p> <p>Welcome NP and AW who have joined the meeting for the first time. It was noted that SO has now moved away from the area and has left the PPG.</p>		
3	<p>Services for Isolated men in Armley</p> <p>The group welcomed RG and MW who explained that they work for the Primary Care Network (a group of three practices providing services for Priory View, Thornton Medical Centre and Armley Medical Centre). The services they offer were designed particularly for men between the ages of 40-50 who suffer low mood and social isolation (low level mental health issues). There is a need in the Armley area this support, as the area suffers a high suicide rate with this particular group of patients.</p> <p>The service aims to offer 1-2-1 and group support. Sessions are often longer, up to an hour to enable the support worker to really discuss and identify the issues which can not be covered in a 10 minute GP consultation.</p> <p>Groups have also started such as Bowling, Try Golf and patients are directed to other established groups such as Armley Helping Hands Garden Project. These groups have enabled men to continue with new activities and create a support network.</p> <p>Leaflets to promote the service were available in the surgery, in NW Community Centre and Armley One Stop.</p>		



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	<p>It was commented that women support groups needed to be covered and it was agreed to review the services available in a future meeting as this was particularly to highlight services for men.</p> <p>The service offers to help with any social issues such as Debt, employment as this can also effect a persons mental health. The team also provide GPs with an alternative solution where medication is not the answer.</p> <p>Patient have access to support via the Care Workers direct mobile number, Facebook and members Whatsapp group.</p> <p>AW suggested that people who may find these services useful could be found via the bereavement group at NW Community Centre</p> <p>Action: RG to look at Bereavement Group and see if there was a way to promote their services.</p> <p>Action: Men’s Mental Wellbeing Leaflet to be shared with the PPG members</p> <p>SH was interested in what the surgery did with patients that did not attend. HW explained the list of patients that did not attend for more than 3 occasions in a 12 month period is reviewed by GPs. If there is no known reason why a patient did not attend, a warning letter is sent. SH felt that this could be an indication of mental health need and this could be something that could prompt contact by the Care Coordinators.</p> <p>Action: HW will prompt GPs to consider this during Did not Attend reviews.</p>	<p>RG</p> <p>HW</p> <p>HW</p>	<p>May 22</p> <p>May 22</p> <p>Ongoing</p>
4	<p>Online Communication – patient survey feedback</p> <p>HW had circulated prior to the meeting an online survey designed to collate patient feedback on the different approaches to contact the surgery. The survey will be sent out during May or June to patients attending the practice in a one week period and HW wanted feedback on the questions and how they had been written.</p> <p>Q2 – Seemed to force user to leave a comment and couldn’t move forward without doing so.</p> <p>Q8 – Felt “Not Applicable” should be an option</p>		



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	<p>Q10 – felt rather than Yes /No response that a scale of 1 – 10 rating be available.</p> <p>It was commented that it was not clear that the survey had been sent and if a “Thank you for Submitting the survey” could be added to the end it would make this clearer.</p> <p>General feedback was that this would be difficult for older patients without access to IT systems or mobiles to use the facilities available in the survey. HW explained these systems are to help divert people who can use these devices to avoid using the phone to enable patients to have better access over the phone.</p> <p>PPG requested a further copy of the amended questionnaire. Action: HW to amend and re-send</p>	HW	May 22
5	<p>Telephone Answer Message BB felt that the queuing system when calling the surgery was too long. He called one morning at 8am and he was number 11 in the queue and waited 40 minutes – is it a lack of GPs/staff? HW explained that the system had been designed following feedback from this group and that callers would be put in a queue no longer than 5 people waiting and if you are the sixth caller you should get an engaged tone. All agreed this was how they would like the system to work.</p> <p>We had more than sufficient GPs and more reception/admin staff than ever before but the demand on the system is great and we have also just come through a difficult time when significant numbers of staff had to isolate due to COVID.</p> <p>BB wanted to know why the reception waiting area was often empty. CAF explained we had structured appointments to try to stop patients waiting around at the same time and provide more space due to COVID however we are seeing patients 75% face to face and 25% telephone to meet the demand of appointment requests we are receiving.</p> <p>CAF explained that we are experiencing a 40% increase in demand and often patients are coming in to see GPs with 4-5 issues that they have been saving up over time due to COVID.</p> <p>Action: HW to check the system is not allowing callers to queue above five callers.</p>	HW	May 22



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7	Suggestion Box No suggestions had been left at the practice for discussion		
	Newsletter Request for articles and ideas will be made via email nearer the time of the next newsletter (around June)		
8	Next Meeting agreed: Agreed to try to make the next meeting slightly earlier (around 4pm) to allow for a longer meeting. CAF asked if the group would enjoy an overview of the NHS and the future direction the service is headed. All agreed. Proposed next meeting: Thursday 28th July 4pm		